

**FIG. 1**

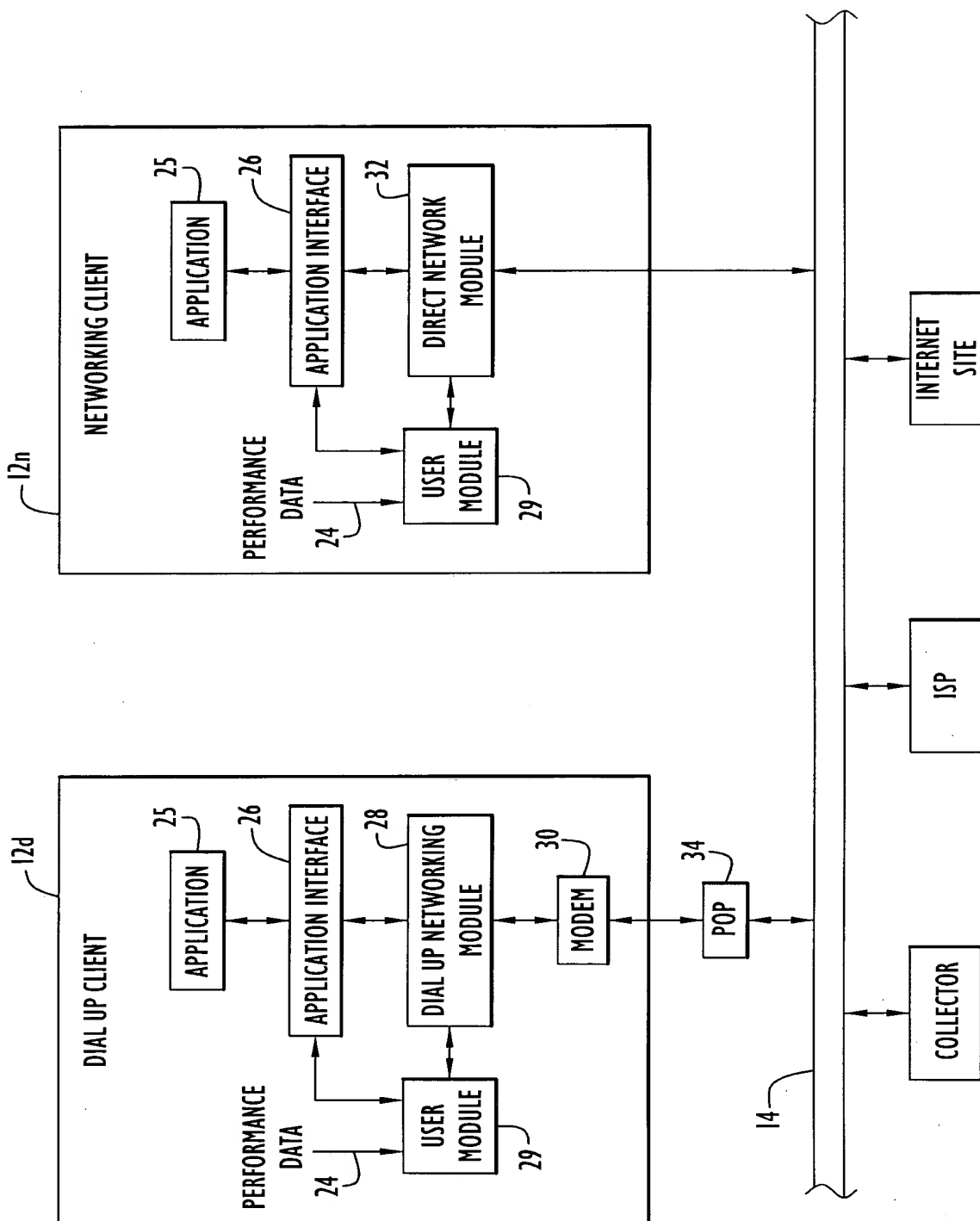


FIG.2

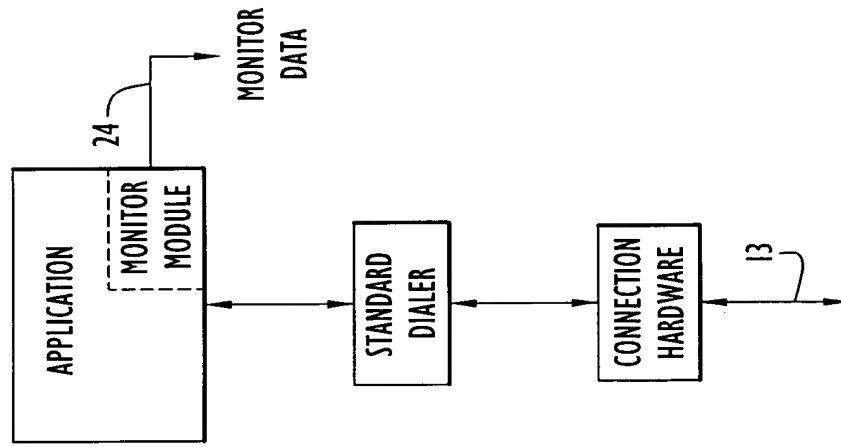


FIG. 3C

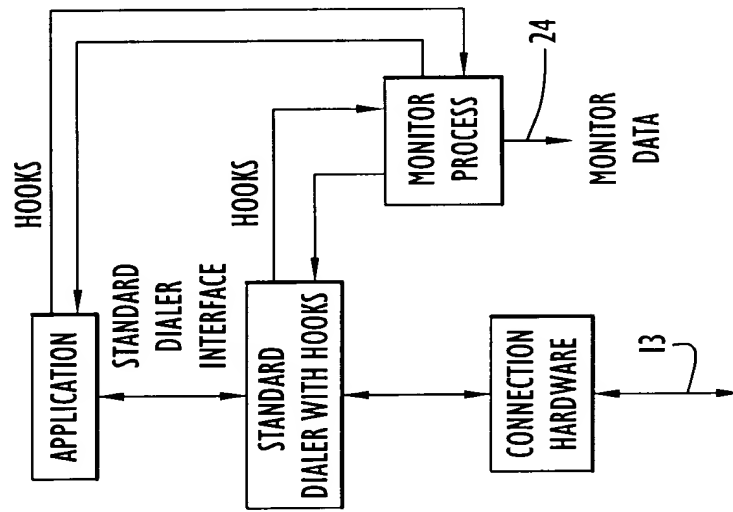


FIG. 3B

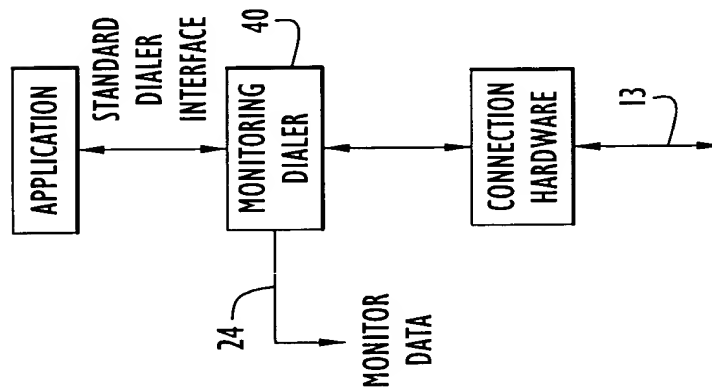


FIG. 3A

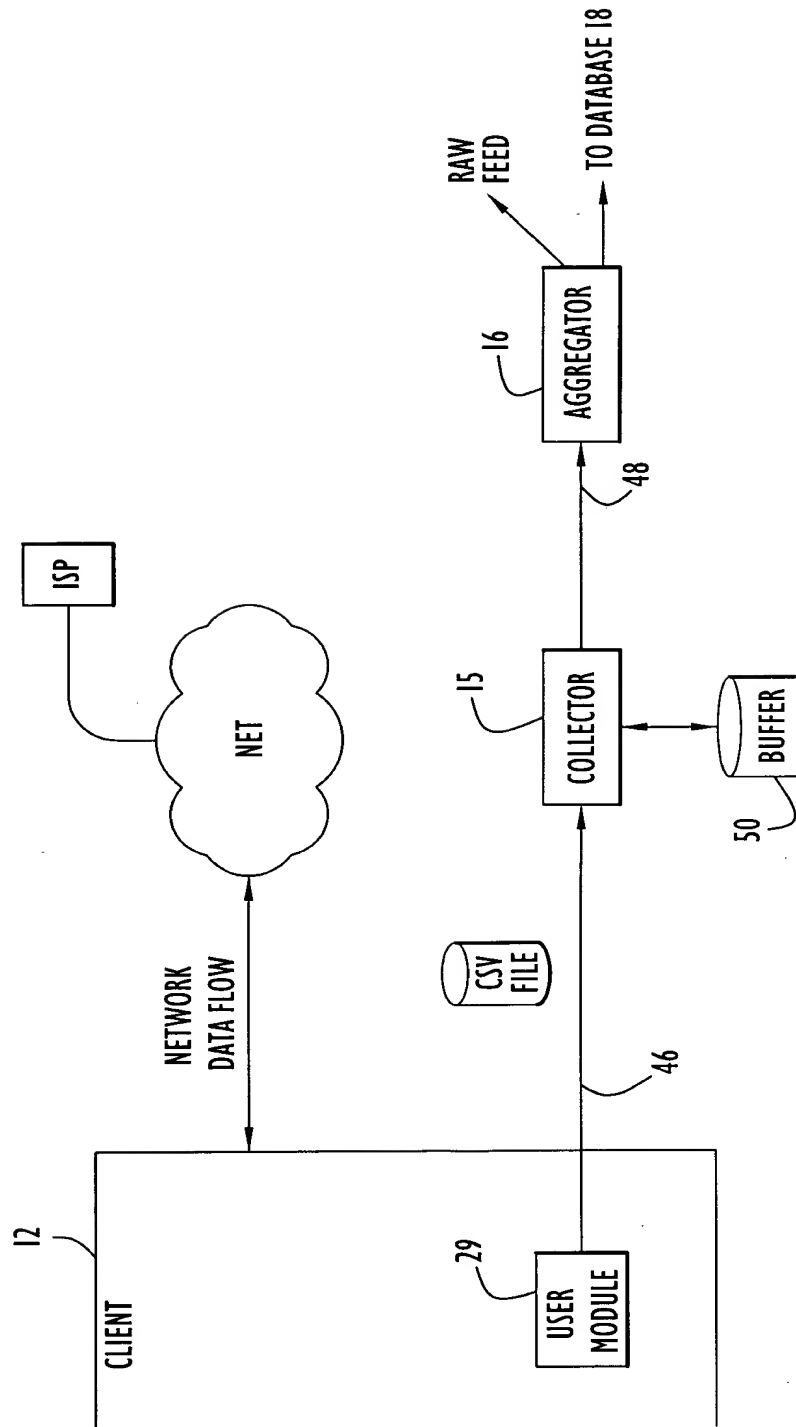


FIG. 4

PREFERENCES

HELP

LOGOUT

HISTORICAL  
QUERIES

EXECUTIVE  
SUMMARY

REPORT

CALL FAILURE RATE

▼

DURATION

YEAR

▼

PERIOD

1999

▼

HOURS

ALL HOURS

▼

VIEW BY

☒ MONTH OF YEAR

☐ HOUR OF DAY

☐ POP

☐ MODEM

☐ OPERATING SYSTEM

☐ DAY OF WEEK

☐ DAY OF MONTH

☐ POP COUNTRY

☐ MODEM TYPE

PERFORM QUERY

SHOW  
TABLE

SHOW  
GRAPH

SHOW  
BOTH

CLEAR SETTINGS

BACK TO DEFAULTS

CONNECTION PERFORMANCE

ISP ONE

CALL FAILURE RATE BY MONTH OF YEAR  
YEAR OF 1999 - ALL HOURS

MONTH OF YEAR	BUSY SIGNAL	RING NO ANSWER	MODEM PROBLEM	LOGIN FAILURE	TOTAL CFR	CALL ATTEMPTS
JAN	9.4%	3.9%	5.0%	0.9%	19.2%	1471
FEB	8.3%	1.3%	2.8%	1.7%	14.1%	1379

CALL FAILURE RATE BY MONTH OF YEAR  
YEAR OF 1999 - ALL HOURS

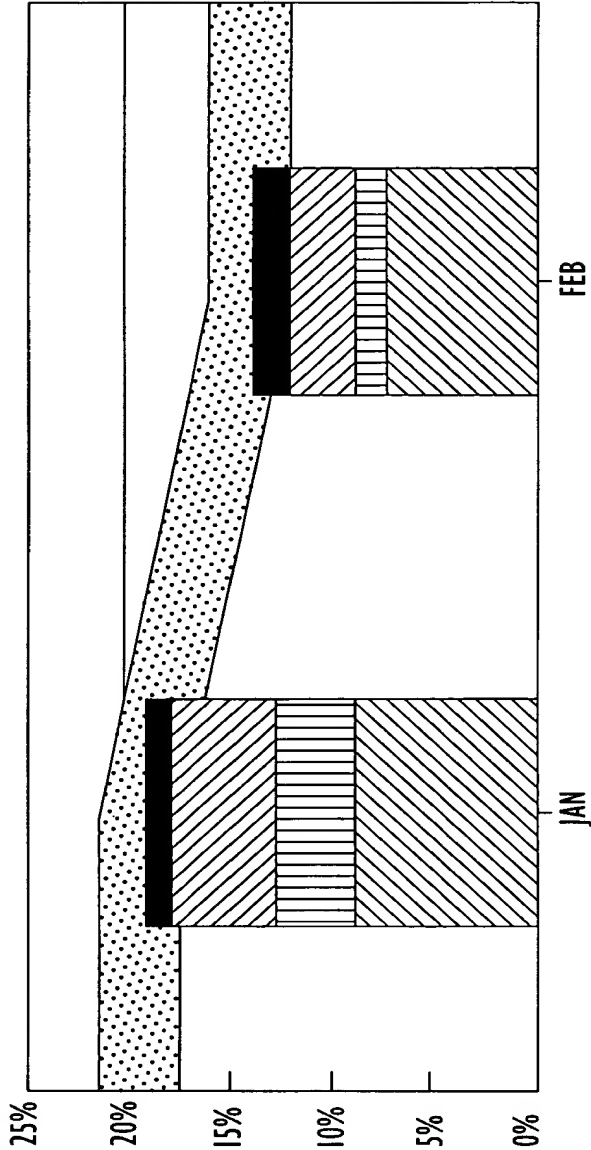


FIG.5



**FIG. 6**

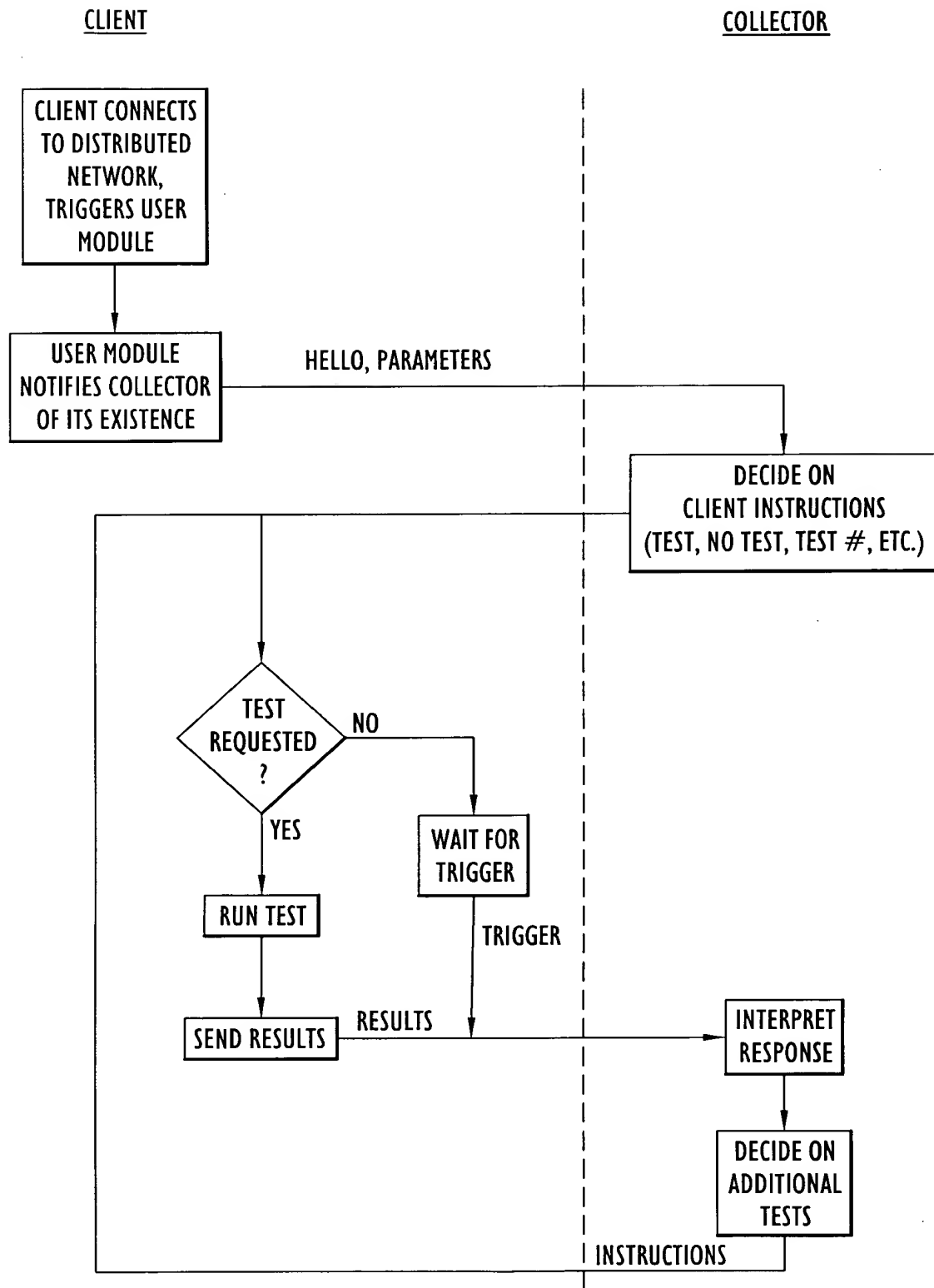


FIG.7